SCAN COIN

SUZOHAPP with SCAN COIN solutions leads the cash management in Spain

In this interview, Esteban de Kelety, IT System Director of MOVENTIA, reviews cash management challenges that bus drivers experience as Transport Operators, and explains how SCAN COIN solutions by SUZOHAPP helped his day-to-day operations.

A&A: How did you manage cash before you deployed automated solutions as part of your cash management process?

E.K: It depended on the installation. In some cases, drivers would make a deposit at an ATM, but in many situations, each employee had to make the deposit at the base, delivering cash to a person responsible to pick it up, count it, fit it and keep it in a safe, until a CIT company came to collect.

A&A: In those days, without cash automation, your company had conflicts with drivers because of cash?

E.K: Only occasionally, actually. Cash was balanced every day, no matter if it was delivered in a garage, deposited in an ATM the next day. The conflicts, if any, were due to delay in the settlements, but they were atypical.

> " SCAN COIN solutions by SUZOHAPP make cash handling easy by minimizing the error, and certainly at a lower cost. "

A&A: When did you learn about SCAN COIN cash management solutions?

E.K: I think I've known about SCAN COIN cash management solutions forever. SCAN COIN is a hallmark in Cash Management.

A&A: How many drivers manage cash in Moventia?

E.K: Almost all of the drivers in the group do it at one time or another.

A&A: Are there any time restrictions or locations where drivers can't do their cash settlements?

E.K: There are no time restrictions to liquidate, and in some cases the settlements are made in the solutions installed in our bases. In other cases, the settlements are made via CIT pick at the base, and other times directly at the bank. In general, it´s requested that the settlement takes place within a 72 hour period.

A&A: What competitive advantages does Moventia get by automating the processes of self-liquidation of cash from their drivers?

E.K: Without a doubt, the handling of cash is always a problem. SCAN COIN solutions by SUZOHAPP make it easy to perform this task by minimizing the error, and certainly at a lower cost.

A&A: In what specific areas does Moventia save in operating costs by using the SCAN COIN cash management solution?

E.K: In general, the displacement and time of doing the settlements out of our bases involves additional costs that must be paid to the drivers. This time is overtime in labor costs and is not considered productive or effective operations.

A&A: And, how do the drivers benefit from using the cash management solution?

E.K: Avoid traveling time. Speed and simplicity in the process.

A&A: Has the data integration between SCAN COIN systems and your SAE (Systems for Passenger Transport Fleets) been fulfilled?

E.K: This is a project that we are working on, actually. We still don´t have the level of integration that we would like.

A&A: How is the SUZOHAPP after-sales service of SCAN COIN solutions? Do they count with telematic services in his customer service?

E.K: This type of solution is critical for us. If the machine does not work at the end of the driver's shift, we are unable to make the settlements, which creates a problem. SUZOHAPP responds with the proper agility to avoid and prevent these cases, either face-to-face or remotely.

A&A: Would you recommend SCAN COIN cash automation management solution to other Public Transport Companies?

E.K: Yes, without any doubt.